

Upgrading to 4.0 – Account Holder FAQ

Is there any action required to start using the new experience?

No account holder action is required to begin enjoying the new experience. When you log into our online banking on March 22nd, you will automatically be placed into our new site.

Is my account history still available?

Yes, all of your account history is carried over to the new experience. We have enhanced the overall look and feel of account history, as well as searching/filtering functionality, but your data hasn't changed.

What happened to help button?

There is a Help button available in the Menu.

Will my login change?

No, you will be able to access your online banking via browser OR mobile apps using your existing credentials.

What happened to the bill payment area?

We increased the amount of bill pay functionality, providing you with more information relating to your pending and processed bills. Enhanced bill pay now appears in a more dashboard-style user interface, enabling you to choose the way you view information: either in a card view (for phone and tablet) or a list view (desktop and tablet).

Where did secure messaging go?

Secure messaging is now available via an option in the menu. In this version, we've added threaded messages and the ability to delete multiple messages at one time.

What browsers is this compatible with?

The only browser requirement is that your browser must be HTML5 compatible. We recommend updating your browser to the latest version available—not just to ensure compatibility with the new online banking experience, but also to ensure that your online banking is as secure as possible. Browsers

under the following requirements will not provide functionality: Internet Explorer – Version 11 and below, Firefox – Version 24 and below, Chrome – Version 30 and below, Safari – Version 6 and below.

Can I use this on my phone/tablet?

Absolutely. You can download the app on any Android or Apple device, and it will provide a consistent experience with banking from your desktop. If you're on a platform that isn't Android or Apple, you can always access online banking via your HTML5-compatible mobile browser.

What is a unified experience?

A unified experience simply means that the look and feel of your online banking is consistent on all of your devices. It is intended to improve your experience by making navigation simple and familiar regardless of device.